



**Quick Reference Guide**  
**for Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of**  
**Washington Options, Inc. (Kaiser Permanente)**  
**Outpatient Mental Health and Substance Use Disorders Services**

***Effective July 1, 2020***

Plan Types	Eligibility and Authorizations	Claims Submission
<p><b>HMO, POS, PPO, Medicare</b></p>	<p><b>Eligibility and Authorization Status:</b>            Contact the Kaiser Permanente Provider Assistance Unit at 509-241-7206 or toll-free at 1-888-767-4670</p> <p><b>Initial Authorization/ Re-authorization:</b>            Request online through the <a href="https://wa-provider.kaiserpermanente.org/provider-manual">Kaiser Permanente Provider Site</a>, or contact the Mental Health Access Center at 206-630-1680 or toll-free at 1-888-287-2680</p>	<p><b>Submit claims to Kaiser Permanente.</b></p> <p>See Provider Manual - Billing and Claims section:</p> <p style="text-align: center;"><a href="https://wa-provider.kaiserpermanente.org/provider-manual">https://wa-provider.kaiserpermanente.org/provider-manual</a></p>

***Authorizations and Referrals***

- **If Magellan has contacted you for appointment availability, the member has an authorization to receive services from a contracted provider.**
- For initial authorization and/or reauthorization of services for outpatient mental health (including medication management and psychological testing) and substance use disorders services, complete the appropriate request online through the [Kaiser Permanente Provider Site](https://wa-provider.kaiserpermanente.org/provider-manual), or contact the Mental Health Access Center at 206-630-1680 or toll-free at 1-888-287-2680. Kaiser Permanente will continue to authorize all higher levels of care as well.
- **Magellan will contact you by email or phone about your appointment availability when a Kaiser Permanente member in your area requires *outpatient mental health and substance use disorders services*.**
- Find more information about appointment referrals in Magellan’s answers to [frequently asked questions](#) (PDF).

### ***Member Access Standards***

CMS, NCQA and State of Washington network access standards apply to Kaiser Permanente members.

- Be sure to review the Kaiser Permanente Provider Manual (<https://wa-provider.kaiserpermanente.org/provider-manual>) to ensure that you offer urgent, emergent, and routine appointment times, and respond to members' appointment requests in accordance with Kaiser Permanente practitioner accessibility requirements.
- Update and validate your practice data and available appointment times at [www.MagellanProvider.com](http://www.MagellanProvider.com).

### ***Provider Inquiry Resources***

- Magellan answers your [frequently asked questions](#) (PDF).
- For questions about eligibility, authorization and claims for Kaiser Permanente members, call the appropriate number(s) listed above.
- For questions about appointment referrals, contact Magellan at 1-800-424-4493 .
- For information about network involvement, practice data or credentialing for Kaiser Permanente, email [WashingtonProvider@MagellanHealth.com](mailto:WashingtonProvider@MagellanHealth.com).